

Touchtown Resident Apps User Manual

FOR STAFF MEMBERS

Getting Started

Logging In

1. Open up an Internet Browser, such as Internet Explorer, Mozilla Firefox, or Google Chrome.
2. Go to your Touchtown login website. www.residentapps.com
 - a. Click on the link for Administrator Access
3. Enter your username and password.

Not sure what your login information is? Send an email to Touchtown Customer Care at info@touchtown.us for your community's account information.

Training & Support

The first page you'll see after logging in is the administrator Home page. It is an orientation area that includes important messages from Customer Care and access to Touchtown's training and self-support website, Touchtown University.

Touchtown University

Touchtown University (TTU) is a free educational resource designed to help you quickly find answers to questions, access to training, Quick Starts, free games, and much more! TTU even includes a search by keyword or topic option, as well as easy ways to contact Customer Care.



Touchtown Quick Starts, Anytime Videos, & FAQ Solutions

- *Quick Starts* are printable guides that walk through the basics of how to use each feature in Touchtown. They are always available in the Training and Resources areas of Touchtown University.
- *Anytime Videos* are video recordings of our popular instructor-led webinars. Touchtown Anytime Training is an ideal way for you to train at your convenience and are always accessible in the Training area of Touchtown University, as well as within the TTU sidebar.
- *FAQs or Frequently Asked Questions* are common questions asked by Touchtown users like you! Our FAQ Solutions usually include a step-by-step answer and sometimes a printable Quick Start. To view an FAQ, simply use the TTU keyword search (located within the sidebar) to learn more about any topic.

Contacting Customer Care

Support is available via any of the following methods. Please note that our office hours are Monday – Friday, 8:30 AM – 5:30 PM Eastern Time, except holidays.

- By Touchtown University's Contact Us Form, located under the Help menu at www.touchtownuniversity.us.
- By Chat on Touchtown University (TTU) at www.touchtownuniversity.us. Click on the Chat icon in the bottom right corner of any TTU page. Leave a message if outside of office hours.
- By email, send a message to info@touchtown.us.
- By telephone, dial (866) 868-2486 or (412) 286-0460, ext. 0.

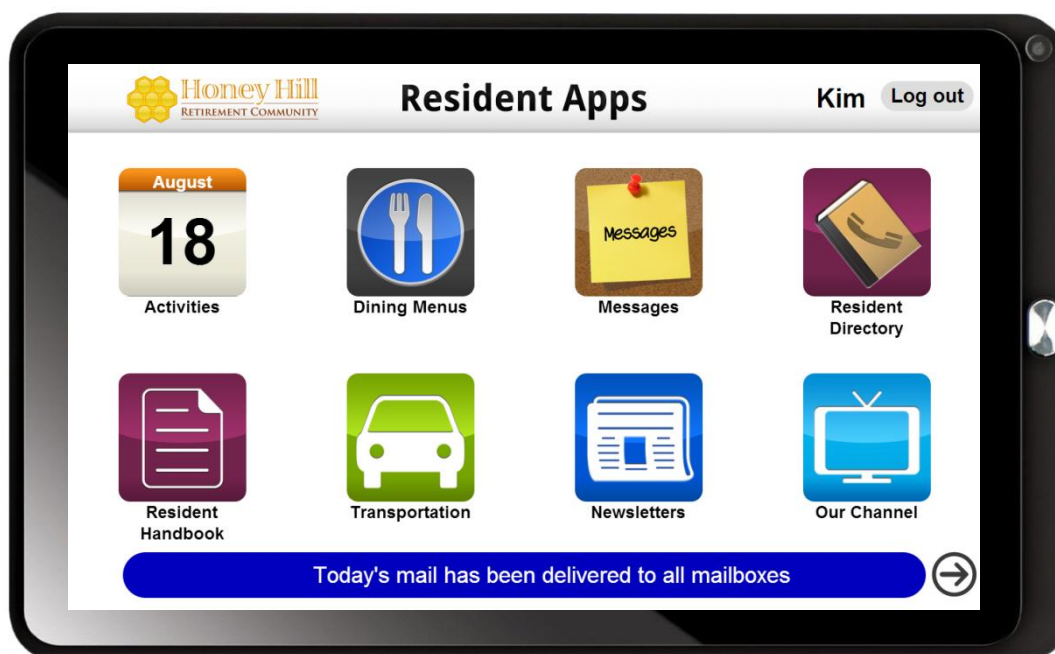
FOR RESIDENTS

Introduction

Welcome to Touchtown Resident Apps!

Touchtown Resident Apps is a unique set of senior-friendly tools that directly connect you to your community's services and programs.

This Quick Start Guide helps you get started with Touchtown Resident Apps. Please read it carefully and save it for future reference.



For the purpose of this guide, we are using a Samsung Galaxy II tablet, however other tablet brands and models may be used for Touchtown Resident Apps. While general terms are used throughout this guide, there may be some discrepancies with the tablet that you are using. Please refer to your tablet user guide in these cases.

FOR RESIDENTS


Basic Tablet Navigation

Tablets have basic navigation movements that you'll use to operate the Touchtown Resident Apps. Here are some action words you will see used in this guide.

- Touch – The act of placing a finger on a specific part of the tablet screen.
- Swipe – The act of placing a finger on the tablet screen and sliding the finger across the screen. This is usually done in an up-down or side-side motion.

Getting Started

Powering on your Tablet

Each tablet has a power button indicated by the Power Symbol.  Push the Power button to turn on the tablet. You may need to hold the power button down for a few seconds to turn on the tablet.

Additionally, your tablet may have a security screen once the tablet has turned on. This may require an approved action to access the tablet. Please contact a staff member for more information.

Power Button



Opening Touchtown Resident Apps

The screen that first appears when you turn on the tablet is called the tablet Home screen.

When you see the Home screen, locate and touch the Resident Apps icon to open Resident Apps.

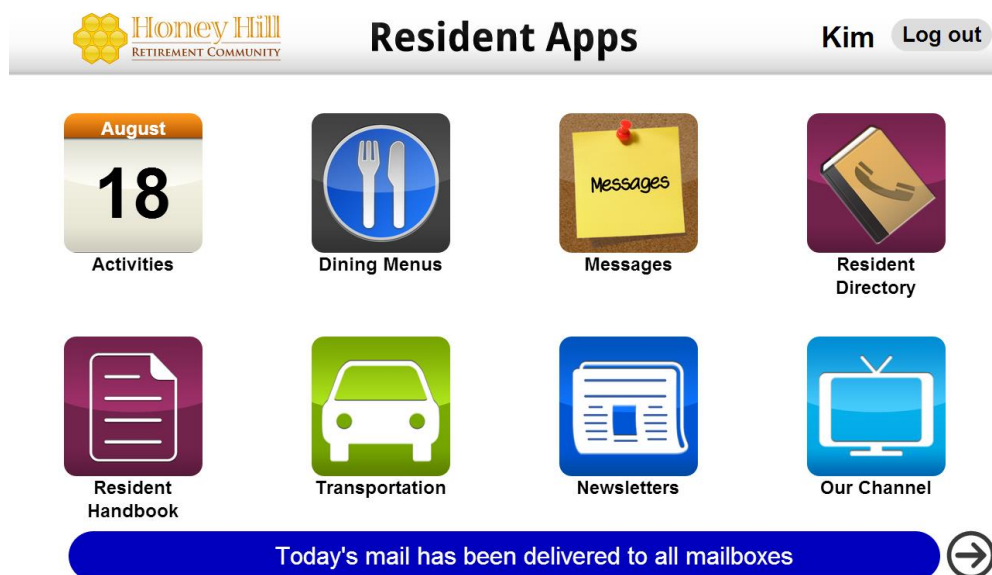


**Touchtown
Resident Apps
Icon**

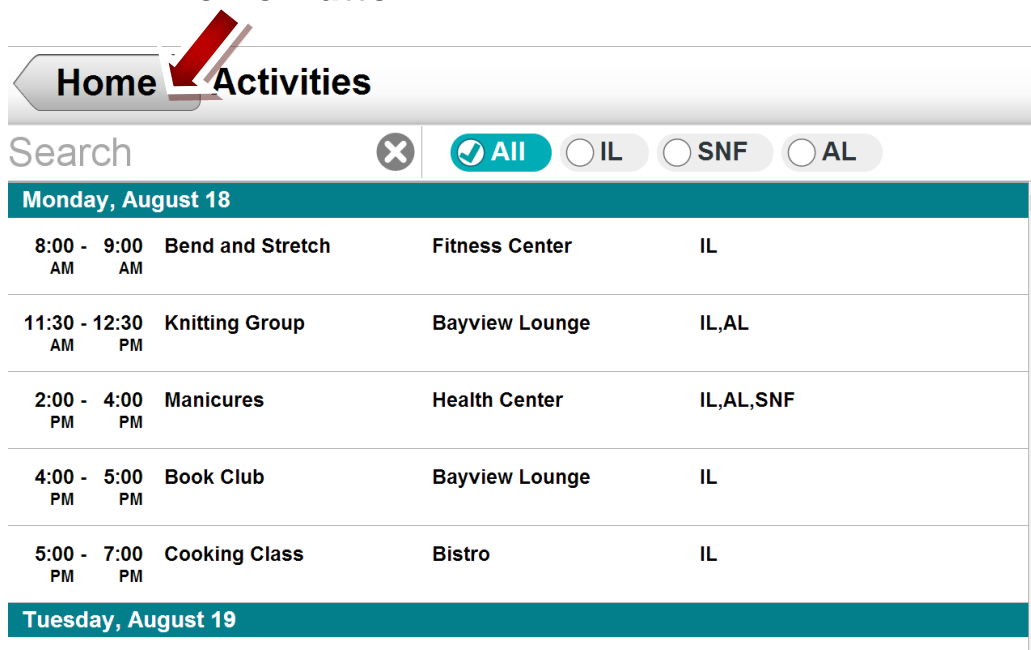
FOR RESIDENTS

Touchtown Resident Apps Home Page

The screen that appears when you first open the Touchtown Resident Apps is the Touchtown Resident Apps Home page (pictured on page 2). To return to this page from any App, touch the Home button located in the upper left-hand corner of the screen.



Home Button



FOR RESIDENTS

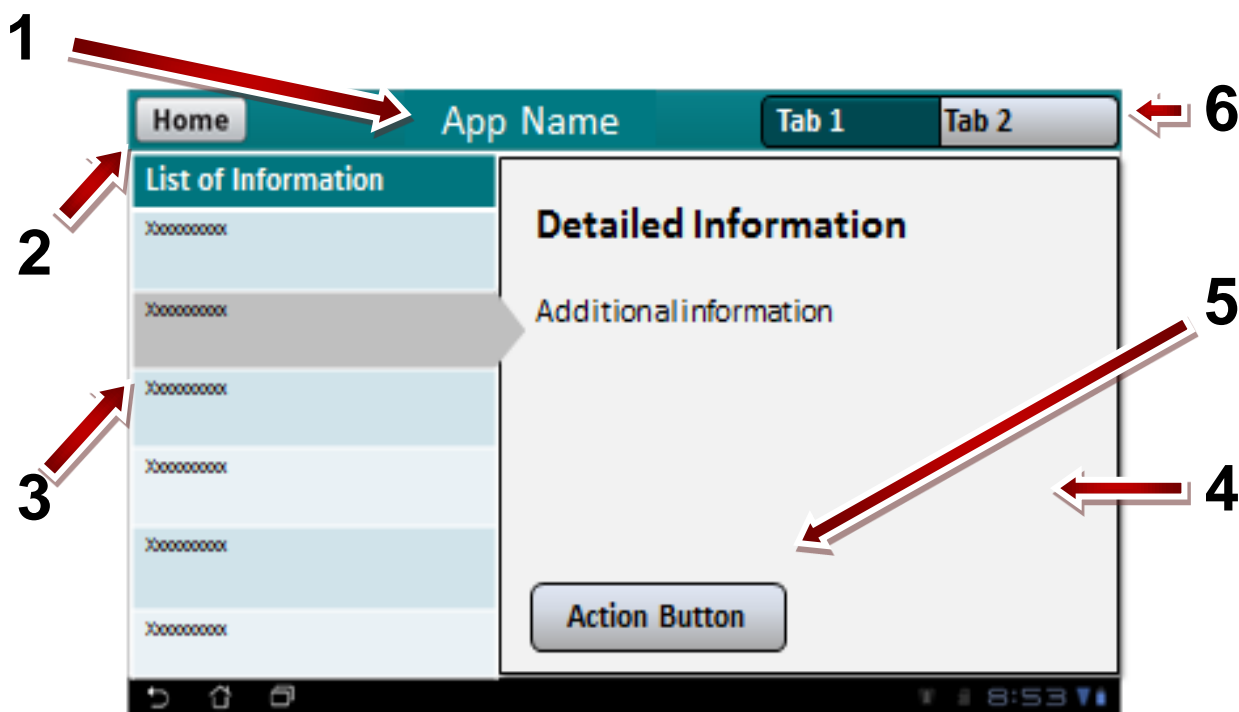
Description of Apps

In the following pages, we will describe each available Touchtown Resident App. Your community may or may not use all of these Apps. Please refer to your Touchtown Resident Apps Tablet to identify which Apps are available at your community.

Basic App Navigation

MOST of the included Apps operate in the same way.

1. The App name is always displayed on the top bar.
2. The HOME button is always on the upper left corner. This will return to the Touchtown Resident Apps Home page.
3. A scrollable list is displayed on the left. You can swipe your finger up and down to see additional items in the list.
4. To view details on an item, locate the desired item within the list. Touch the item. The item will highlight in the list and display the detailed information on the right-hand side.
5. The App may include an action button. This allows for interaction within the app regarding the particular item.
6. Additional tabs may also be available within the App. This allows for further interactions within the App.



FOR STAFF MEMBERS

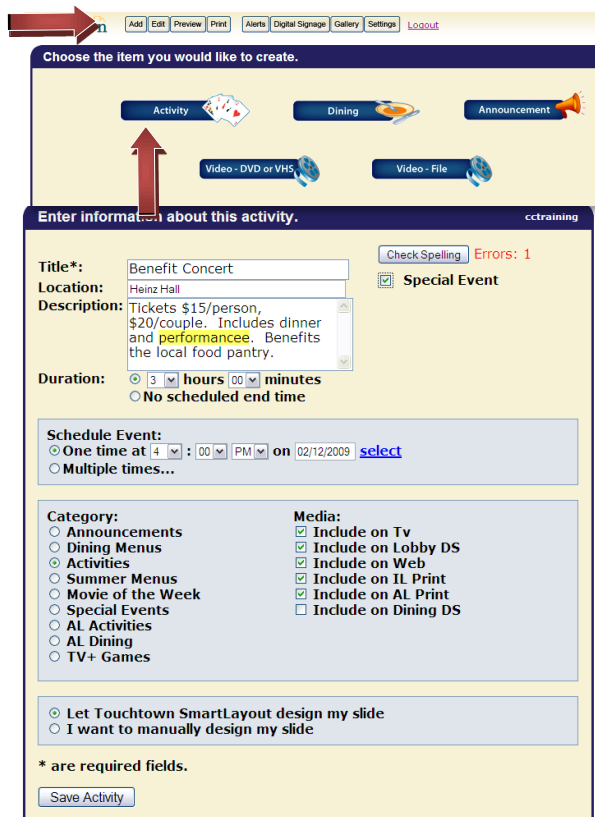
Adding Activities Information

You can add both one-time (special events) and repeating activities to show on your Activities App or as a slide to broadcast on the Our Channel App. If your community also has Touchtown TV+, Digital Signs, Calendars and/or Web Shows you can even simultaneously add the information to appear on each of those media, as well as use the activity slide to print a full-page flyer or sign-up sheet.

Adding A One-time Event

As an example, let's say we'll be taking residents to a Benefit concert at Heinz Hall on Wednesday, February 12th at 4:00 PM.

1. Click on the *Add* button at the top of the page. Then click on the *Activity* button.
2. Enter information about this activity, including the Title or name of the event, location, and a brief description.
3. Select the *Duration* of the event to indicate when Touchtown should STOP showing this activity slide in the Our Channel App and other slideshows.
4. Choose the *One Time at* option and select the start time and the date of the activity.
5. Next, choose a *Category* for this activity slide, the *Media* you would like this activity to appear on, and let Touchtown design a slide background for you.
6. OPTIONAL: if you have levels of care available, check the level(s) of care that pertains to the activity. More than one level of care can be selected.
7. Last, click on the *Save Activity* button. The final page lets you check your work and provides additional customize options.
 - To edit your original information click on the *Edit* link next to *Slide Data*.
 - Click on the *Choose a different background* link to see more background options.
 - To show this slide ahead of the event date, click on the *Edit* link next to *Broadcast Settings*.
 - If you would like to print this slide as a flyer, click on the *Print this slide* link.



Choose the item you would like to create.

Activity Dining Announcement

Video - DVD or VHS Video - File

Enter information about this activity.

Title*: Benefit Concert

Location: Heinz Hall

Description: Tickets \$15/person, \$20/couple. Includes dinner and performance. Benefits the local food pantry.

Duration: 3 hours 00 minutes

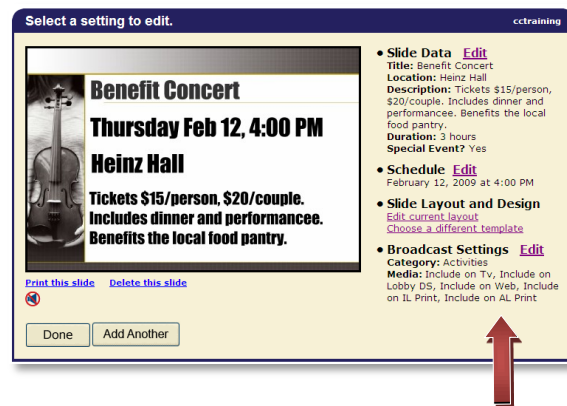
Schedule Event: One time at 4:00 PM on 02/12/2009

Category: Activities

Media: Include on Tv, Include on Lobby DS, Include on Web, Include on IL Print, Include on AL Print, Include on Dining DS

Let Touchtown SmartLayout design my slide

Save Activity



Select a setting to edit.

Benefit Concert

Thursday Feb 12, 4:00 PM

Heinz Hall

Tickets \$15/person, \$20/couple. Includes dinner and performance. Benefits the local food pantry.

Slide Data Edit

Schedule Edit

Slide Layout and Design Edit

Broadcast Settings Edit

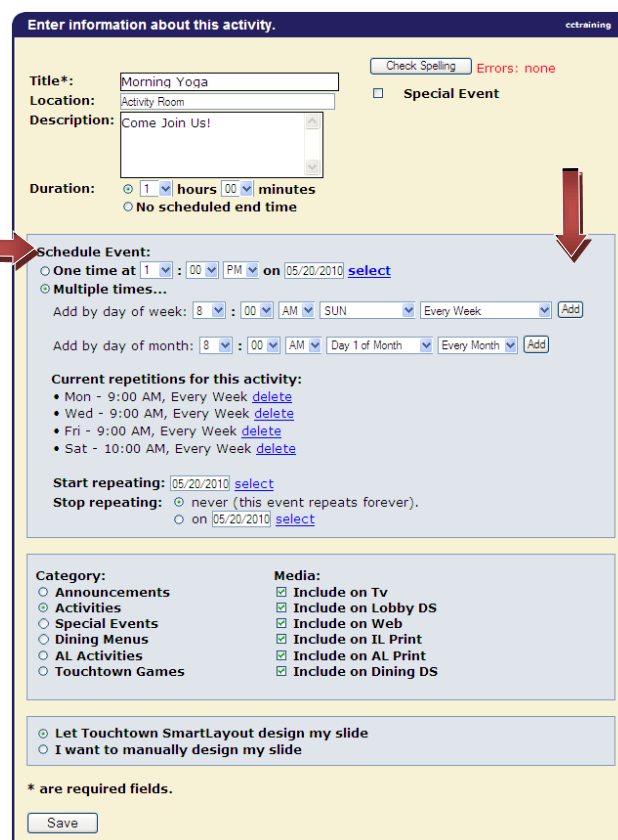
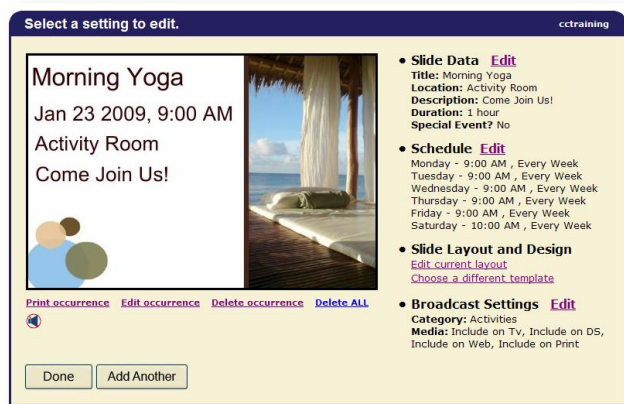
Done Add Another

FOR STAFF MEMBERS

Adding a Repeating Event

Many of your activities may repeat monthly, weekly or even several times in the same week. Even the most complicated activity schedule can be added to Touchtown! For example, let's say Monday Yoga occurs four times a week: Monday, Wednesday, Friday at 9:00am and Saturdays at 10:00am.

- Click on the *Add* button at the top of the page and then click on the *Activity* button.
- Enter the activity's *Title**, *Location* and *Description* just as you would if you were scheduling a one-time activity.
- Select the *Duration* of your activity. **This will determine the Activity End Time that appears on the Activities App.**
- Choose the *Multiple times* option for the scheduler to appear.
 - Select the activity's first start time (9:00 AM), day (Monday) and frequency (Every Week), and then click the *Add* button. Touchtown will add this repetition to the *Current repetitions for this activity* list and reset the *Add by day of week* options so you can add another repetition.
 - Repeat this step for the 2nd, 3rd, and 4th repetitions.
 - Change the *Start repeating* date if the activity begins sometime other than today.
 - Choose the stop repeating date option and enter the *Stop repeating* date if the activity has an expected end date. Choose *never (this event repeats forever)* if you want this activity to automatically roll over to subsequent months.
- Now, choose which *Category* you would like this activity to appear in and which *Media* you would like this activity to appear on. Choose the option *Let Touchtown SmartLayout design my slide*.
- Click the *Save Activity* button. If you have more activities to add, click on the *Add Another* button. If you are finished adding activities, click the *Done* button.

FOR RESIDENTS

Activities

Monday, August 18			
8:00 - 9:00 AM	Bend and Stretch	Fitness Center	IL
11:30 - 12:30 AM	Knitting Group	Bayview Lounge	IL,AL
2:00 - 4:00 PM	Manicures	Health Center	IL,AL,SNF
4:00 - 5:00 PM	Book Club	Bayview Lounge	IL
5:00 - 7:00 PM	Cooking Class	Bistro	IL
Tuesday, August 19			

With the Activities App you can view upcoming events and activities within your community. View details on all activities listed for today, as well as upcoming dates. You can even sign up for a particular event without having to leave your home. It is a great way to stay connected and ensure that you do not miss out on the fun!

To see Activity Details

1. When you want to see additional activity details, scroll the Activity list by touching and dragging your finger up and down on the screen. You can also use the search at the top to type in an activity name. When you find the activity that you want, touch anywhere in the row.
2. Details will pop up on your screen. To close the details and return to the Activity list, touch the Close button.

Bend and Stretch

Monday, August 18
8:00 AM - 9:00 AM
Fitness Center
IL

A light workout to start your week. Led by Bryce Daniels from Tanner Wellness Center.

Close

FOR STAFF MEMBERS

Sending A Message

With Touchtown Resident Apps you can easily send a message to one or more residents regarding everything from prescription pick-ups to package deliveries. The message will appear on the recipient's Touchtown Resident Apps screen shortly after you send it, allowing the resident to view or listen to the message, and store it in their Resident App Message History.

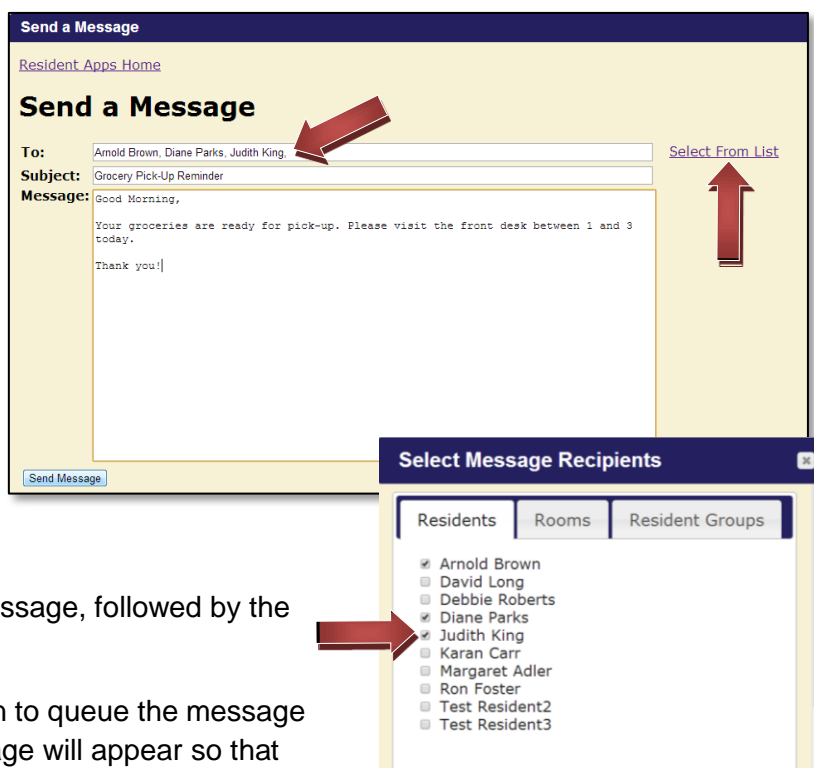
Here's how to send a message.

1. Click on the Resident Apps button (located in the Top Menu).
2. Next, locate the Messaging heading and click on the Send a Message link.

Enter the name or room number of the resident(s) you would like to send the message to.

As you type a name or room number a drop-down menu will automatically appear so that you can select the matching resident or room. You may also click on the Select From List link to select residents or rooms from a message recipient list.

4. Next, enter the subject of your message, followed by the Message body.
5. Click on the Send Message button to queue the message for delivery. A confirmation message will appear so that you know that the message is on its way.
6. Click on OK to continue working in Touchtown. You may now send another message or click on the Resident Apps Home link to return to the Resident Apps menu options.



Sending Messages to Resident Groups

Once you have a resident group created within Touchtown Resident Apps, it's easy to send a message to all the members within that group.

- Click on the Resident Apps button at the top of the Touchtown Content Manager.
- Under the Messaging heading, click on Send a Message.
- There are two ways to add your group to the To: text box.
 - Begin to type the name of the group in the To: text box. This will bring up a drop down menu if the text brings up any matches.

The screenshot shows the 'Send a Message' interface. At the top, there's a navigation bar with 'Home', 'Add', 'Edit', 'Preview', 'Print', 'Alerts', 'Gallery', 'Settings', 'Web Portal Admin', 'Resident Apps', 'Help & Training', and 'Logout'. Below this, the page title is 'Send a Message'. There are three input fields: 'To:' with a dropdown menu showing 'Resident Group', 'Subject:' with 'All Residents', and a large 'Message:' text area. A red arrow points to the 'Send Message' button at the bottom left.

Select the group name from the drop-down menu to add it to the To: text box.

- Click on the Select From List link to bring up the Select Message Recipients box. Next, click on the Resident Groups tab.

The screenshot shows the 'Select Message Recipients' dialog box. It has three tabs: 'Residents', 'Rooms', and 'Resident Groups'. The 'Resident Groups' tab is selected, showing a list of groups with checkboxes: 'All Residents', 'First Floor', 'Gardens North', and 'Test2'. The dialog box is overlaid on the 'Send a Message' form.

Select the check box next to the resident group(s) you'd like to send this message to.

Then click on the X in the upper corner to close the box.

- Continue to compose your message, adding the Subject and Message body. Then click on the Send Message button.

Managing the Crawl

The crawl is used to manage a general announcement to all logged in residents. The crawl shows up at the bottom of the home page.

1. Click on Manage Crawl on the Resident Apps screen.
2. Scroll down to the Resident Apps Section.

TTRA Client Crawl Speed: Medium [Sample Colors](#)

- [edit](#) Priority Text *There is no priority text.*
- [edit](#) Custom Text *Today's mail has been delivered to all mailboxes*
- [edit](#) Activities *Activities are disabled*
- [edit](#) Weather *Weather is disabled*

[Save](#)

3. Click on Custom Text edit link.
4. Type in the text you want to show on the crawl.
5. Chose to either show the crawl text as is until you edit it again or to disable the crawl text at a desired date and time.

Edit Custom Text ×

Custom Text:

Today's mail has been delivered to all mailboxes

-- Select Recent Custom Text --

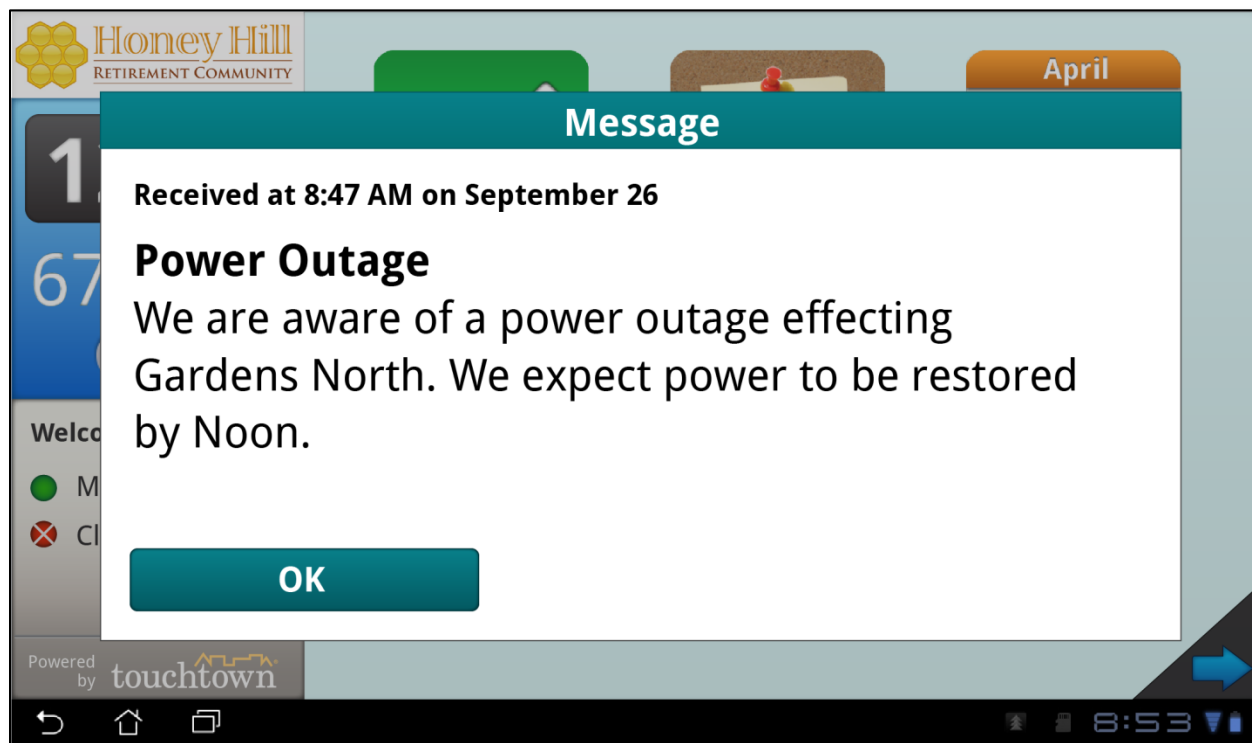
Show Text

☐ Until 08/18/2014 at 10 : 40 AM
 ☒ Until the text is deleted

[OK](#)

6. Click on OK
7. Click on Save.

FOR RESIDENTS

Messages

The Messages App is a great way to quickly receive important information. Staff members can send messages about inclement weather in your area, event cancellations or sign-up reminders, package deliveries, and more!

How to know if you have received a message

Messages can only be sent by the staff of your community. If you receive a message, it will display across your entire Touchtown Resident Apps screen, no matter which Touchtown App you are currently viewing.

After reading the message, touch the OK button. The message will close and you can resume using the Apps as you were previously. You may then continue to navigate the Apps as you normally would.

How to view message history

1. Touch the Messages App.
2. Using your finger, swipe upward on the left-hand side of the screen to view previously received messages.
3. Once you have located a message that you wish to view, touch it. The message will then display on the right-hand side of the screen.

FOR STAFF MEMBERS

Adding Dining Information

With Touchtown you can easily schedule a special, weekly or cycled dining menu to appear on the Dining App, TV+, Digital Signage, and Web Shows. Plus, when you create a menu in Touchtown you're also making a ready-made printable flyer. For example, let's say you'd like to add a breakfast menu to start showing on Monday, March 16. This menu is part of a six week cycle and is served in the dining room.

1. Click on the Add button at the top of the page. Then click on the Dining button.
2. Choose the type of meal by selecting the box next to Breakfast, Lunch, or Dinner. Selecting more than one option will yield a title of Today's Menu for the slide.
3. If desired, enter the Location where the meal will be served.
4. Enter the menu in the Description box.
5. Schedule when the menu will be served.

- If the menu will only be served once, choose the appropriate date from the One time at option by clicking on the select link.
- If the menu repeats or runs on a cycle, choose Multiple times, select the day of week and cycle preference from the drop-down menus, and then **click on the Add button**.
 - For cycled menus, it important to change the Start repeating date to the first date that this menu will be served. For example if you are working on Wednesday's breakfast menu for week 2 of your cycle, and week 2 goes from March 8th to 14th, then the Start repeating date for this menu is March 11th.
 - If this is a seasonal menu, select the appropriate start and stop repeating dates.

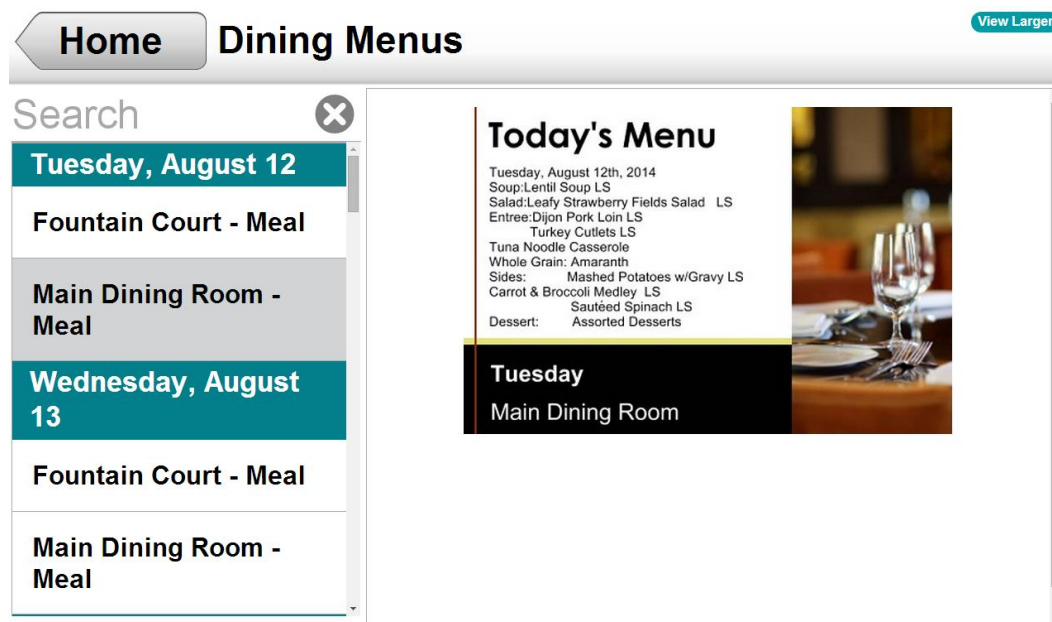
6. Select a Category, the Media where you would like this Dining slide to appear, and let Touchtown design the background for the slide.
7. Click on the Save button. Review the information for accuracy. Click the Edit link next to Slide Data to correct errors.

The screenshot shows the Touchtown interface for adding a dining menu. It includes sections for:

- Meal Selection:** Breakfast (checked), Lunch, Dinner.
- Location:** Dining Room.
- Description:** Assorted Cold Cereals, Assorted Breads, Cream of Wheat, Oatmeal, Pancakes.
- Schedule Menu:** One time at (03/11/2009) or Multiple times... (selected). Under Multiple times, 'Every Week' is selected.
- Category:** Dining Menus (selected).
- Media:** Include on TV, Include on DS, Include on Web, Include on IL Print, Include on AL Print (all checked).
- Summary Screen:** Shows the menu details and options to Edit, Delete, or Add Another.

FOR RESIDENTS

Menus



Use the Menus App to easily access your community's dining menus. You can view today's menu and also the menus scheduled for future dates.

Viewing Menus

1. Touch the Menus App.
2. Using your finger, swipe upward on the left- hand side of the screen to locate the specific date you would like to view. You can also search for a date or favorite food by using the search field.
3. Touch a meal type located under a specific date and location to view the meal details on the right-hand side of the screen.
4. Touch the View Larger button on the top right of the screen to view the dining slide details. Touch the Close button on the top right screen to return to the list view.

FOR STAFF MEMBERS

Adding, Editing, and Removing Residents & Staff

Note: The only fields that appear in the staff directory are:

Adding A New User

1. Click on the Resident Apps button (located in the Top Menu).
2. Next, locate the Users heading and click on the Add, Edit, and Remove Users link.
3. To create a new user, click on Create New Account.
4. Enter a username and password (please note that this is for set-up purposes only and will not be used by your residents to access their Resident Apps).
5. Select the user type Non Resident if this is a staff member account. Select the user type Resident if this is a resident account.
6. Click on the Appears in Staff Directory? check box to include this user in the Staff Directory App.
7. Enter the staff member's department if you would like this information to appear under their name in the Staff Directory App.
8. Next, enter the first name and last name of the user. Additional fields are optional, and will show under the staff member's name within the Resident Apps if they are included in the Staff Directory. Click on Create Account to finish.

If another Touchtown user exists with the same username as the one you have selected, Touchtown will automatically add a number to the end of the username to differentiate this account from the pre-existing account. To confirm this change, click Create Account once more.



Searching for A User

There are two ways to locate the user account you would like to modify:

1. Use the *Search accounts* box to search for an existing account. Here's how:
 - Select how you would like to search for the account: By *Last Name*, *First Name*, *Username*, *Email* or *Phone Number*.
 - Type the corresponding search information in the empty *Search accounts* field. Click on the *Go* button.

FOR STAFF MEMBERS

2. Use one of the the *Show Accounts* buttons to view accounts according to user type:

- *Show All Accounts*: Shows all the accounts, regardless of account type.
- *Show Deleted*: Shows all accounts deleted from your community. These accounts can be reactivated or permanently deleted.
- *Show Admin Accounts*: Shows all administrative accounts for this community. Only Touchtown can modify or delete these accounts.
- *Show Non-Resident Accounts*: Shows all staff member accounts.
- *Show Resident Accounts*: Shows all accounts created for residents.

If a search does not bring up a match for the correct individual, either an account has not been created for that user or the account has been deleted.

Editing or Removing A User

Note: Select Picture, Upload Picture, Personalize and Reset Password are not in use at this time for Resident Apps.

1. After applying a search, a list of accounts that match your search will appear. Click on a username to view or modify an account.
2. Select one of the buttons on the right to make changes to this account.
 - *Modify Account*: Change the account username, email address, member type, name, address, or phone number.
 - *Delete Account*: Removes the account from the list of active members of your community and puts it into the *Deleted Accounts* area. Deleted accounts remain in the *Account Manager* for approximately 3 months before they are permanently deleted.

Managing Resident Groups

Resident Groups are useful for sending messages to several residents at a time who share common interests.

Creating A New Group

1. Click on the Resident Apps button at the top of the Touchtown Content Manager.
2. Under the Users heading, click on Manage Resident Groups.
3. On the Resident Group Administration page, click on Add New Resident Group.



FOR STAFF MEMBERS

4. Type the name for the group in the Name text box and then select which Members you'd like to include in this group by clicking on their corresponding check boxes.

If desired, add additional notes about this group in the Notes box.

Click on Save to finish adding the new group.

Add New Resident Group

*Name:

Notes:

Save Cancel

Members:

- ☐ Abbott, Vern
- ☐ Abrams, Paul
- ☐ Adams, Rebecca
- ☐ Addes, Elihu
- ☐ Adimson, Logan
- ☐ Adler, Pauleen
- ☐ Bazaaro, David
- ☐ Bell, William
- ☐ Bellat, Barnet
- ☐ Belser, Alana
- ☐ Berlin, Pearl
- ☐ Bustin, John
- ☐ Charleston, Phyllis

Edit or Delete a Group

- On the Resident Group Administration page edit and delete options appear next to each group name. Click on the edit or delete links next to the group you would like to edit or delete to complete the corresponding action.
- If you are editing a group, the same window will appear as when you first created the group. Follow the instructions for creating a new group to continue editing.
- If you are deleting a group, a pop-up will appear asking you to confirm the deletion. Click on Delete to proceed or Cancel to cancel the deletion.

touchtown Home Add Edit Preview Print Alerts Gallery Settings Web Portal Admin Resident Apps Help & Training Logout

Resident Group Administration

Resident Apps Home

Site: Touchtown TV+
Community: Resident Apps Demo
Campus: Resident Apps Demo Campus

Find Resident Groups

Total Resident Groups found: 3

Add New Resident Group

	Name	Members	Notes
edit delete	First Floor	4	
edit delete	Test2	2	
edit delete	Gardens North	1	

New Resident Group

FOR RESIDENTS

Resident Directory

[Home](#)

Resident Directory

View Larger

Search

A

Abbott, Vern

Abrams, Paul

Adams, Rebecca

Addes, Elihu

Adimson, Logan

Adler, Pauleen

Vern Abbott

Location: 107

Phone: 555-395-2958

Email: vabbott@touchtown.us


Biography: My name is Vern Abbott and I am a retired English teacher.

Family: 3 sisters 9 grand children

Education: University of Michigan B.A. in English Education

Hobbies: Reading, Writing, Walking in the park

Career: English Teacher



With the Resident Directory App you can see information about other residents living at your community. Directory information may include the room or apartment number of a particular resident, as well as additional contact information. This Touchtown App makes it easy to stay in touch with neighbors or to make new friends!

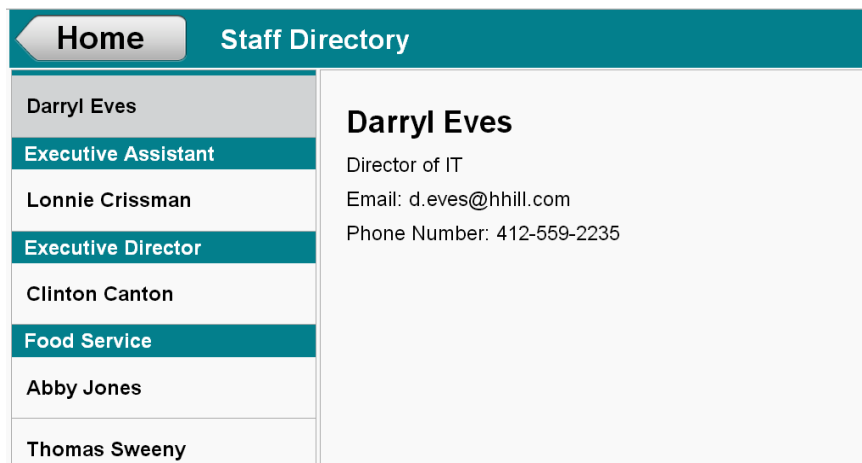
Finding Contact Information for a Specific Resident

1. Touch the Resident Directory App.
2. Using your finger, swipe upward on the left-hand side of the screen until you see the name of the resident you wish to view. You can also use the Search field to quickly find a resident.
3. Touch the name of the resident to view more information on the right-hand side of the screen.

Quick Tip: It may be helpful to have a sheet of paper handy to write down the contact information.

Staff Directory

Search for staff members that work at your community using the Staff Directory App. This App may be helpful if you have a question, inquiry, or simply need to contact a particular member of the staff.



The Staff Directory App works just like the Resident Directory App. To find staff members:

1. Touch the Staff Directory App.
2. Using your finger, swipe upward on the left-hand side of your screen, until you see the name of the staff member you wish to view.
3. Touch the name of the staff member to view his or her contact information on the right-hand side of the screen.

Quick Tip: It may be helpful to have a sheet of paper handy to write down the contact information.

FOR STAFF MEMBERS

Services

Use the Services App to enable residents to submit service requests to your Maintenance team. Appliance servicing, computer assistance, and housekeeping requests are just a few examples of the service requests you can add to the Services App for your community.



FOR RESIDENTS

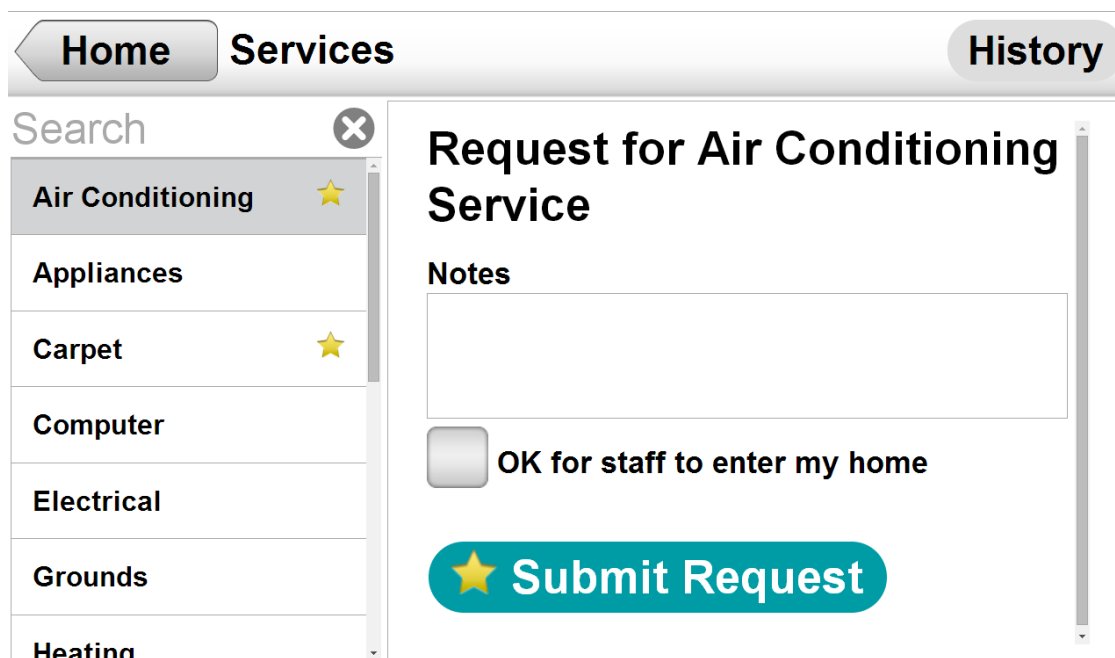
Services

The Services App is an easy way to notify staff that your home needs to be serviced by the maintenance department.

Choose from a list of offered services to bring up an easy-to-use request form. You can add additional details about your request or simply submit the request.

FOR RESIDENTS

Requesting a service



The screenshot shows the 'Services' tab of the Touchtown Resident App. On the left is a search bar and a list of service categories: Air Conditioning (marked with a star), Appliances, Carpet (marked with a star), Computer, Electrical, Grounds, and Heating. The main area displays the 'Request for Air Conditioning Service' form. This form includes a 'Notes' section with a text input box, a checkbox labeled 'OK for staff to enter my home', and a large blue button with a star icon labeled 'Submit Request'. At the top of the app interface are three tabs: 'Home', 'Services' (which is selected), and 'History'.

1. Touch the Services App.
2. Choose a category from the list.
3. Touch inside the box underneath the Notes section. This will bring up a keyboard for typing a message. Please enter information pertaining to this service request.

About the Notes Box: The Notes box of the request form allows you provide additional details about your request. If there is any information that is necessary for the maintenance team to know, please include it in this box.

4. When you have finished typing and wish to close the keyboard, touch within the white space of the form. This will close the keyboard so you can continue filling out the service request.
5. Below the Notes section, there is a check box for selecting whether it is 'Okay for staff to enter my home'.
6. To submit your request for service, touch the Submit Request button.
7. You can see past service requests in the History button. Past requests are also marked with a star on the list.

FOR STAFF MEMBERS

Our Channel

Community information will automatically be added to the Our Channel App when you add Activities, Menus, and Announcements to Touchtown. In some cases, you may have the options to manually select whether information should show within the Our Channel App. This will appear as a check box under the Media heading when adding new items in Touchtown. The check box may be labeled Resident Apps, Tablets, or something similar.

Here are some guidelines for assisting residents with this App.

Increasing Slide Show Speed for the Our Channel App

The slides display on a timed basis. If you would like to locate a particular slide, or would just like to view the show more quickly:

1. Touch the Our Channel App.
2. Place your finger on the screen and swipe it to the left.
3. Repeat to swipe through the slides at your own pace.
4. **Quick Tip:** The Activities App provides additional information about the events scheduled for today as well as activities scheduled for future dates. To sign up for an activity, visit the Activities App.
5. **Quick Tip:** Place your finger on the screen and swipe to the right to go back to a slide. Repeat as desired to swipe backward through the slides at your own pace.

FOR RESIDENTS

Our Channel

The Our Channel App opens your community's in-house television channel. View information about upcoming activities, menus, and announcements.

The Our Channel App changes slides automatically, so all you need to do is open the app, sit back, and enjoy the show.

Quick Tip: The Activities App provides additional information about the events scheduled for today as well as activities scheduled for future dates. To sign up for an activity, visit the Activities App.



FOR STAFF MEMBERS

Adding an Image to the Photos App

1. Log into Touchtown and click on the Resident Apps button, located in the top menu.
2. Locate the section labeled "Edit Apps Content." Click on Photos link to open the app editor. If you have added photos to this app in the past, a list of photos already in the app will appear.
3. Click on the Add Images button on the right side of the screen.

NOTE: To add multiple images at once, click on the Add Images folder.

4. Click on Choose File. Browse for the image(s) on your computer. When you have located the image(s) to upload, click on the Open button.
5. Click on the Submit button. Your image(s) has been added to the Photos App.

Additional Note: If desired, you can click on your image to add a description or title, however, the title and description will not appear within the Photos App.



FOR RESIDENTS

Photos

The Photos App is a fun way to view pictures from events that happen within your community.

Photos are displayed on a rotating basis, so all you need to do is open the application, sit back, and enjoy the show.

Increasing Slideshow Speed

The photos rotate on a timed basis. If you would like to locate a particular picture, or would just like to view photos more quickly:



1. Touch the Photos App
2. Place your finger on the screen and swipe to the left.
3. Repeat as desired to swipe through the photos at your own pace.
4. Place your finger on the screen and swipe to the right to go back to a photo. Repeat as desired to swipe backward through the photos at your own pace.

FOR STAFF MEMBERS

Adding Content to the Community Info, Local and Transit Directory, TV Channel Guide, and TTRA Organizations Apps

1. Click on the Resident Apps button, located in the top menu.
2. Locate the section labeled “Edit Apps Content.” Click on the name of the app you would like to edit. If you have added content to this app in the past, a list of existing information for the app will appear.
3. When adding new content to an app there are a few organizational options:

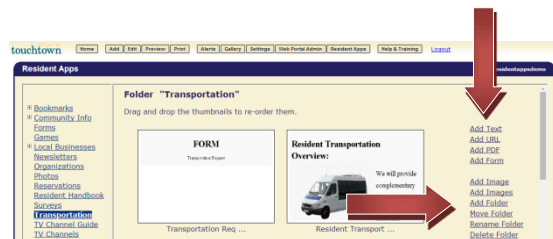
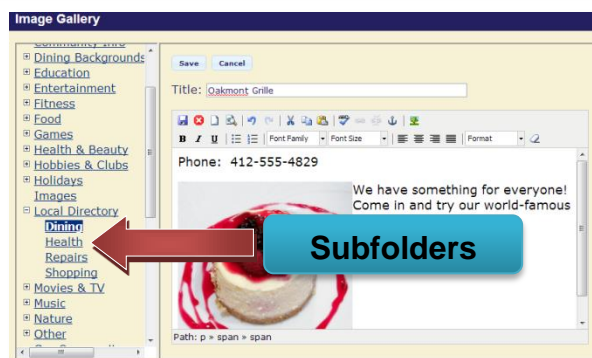
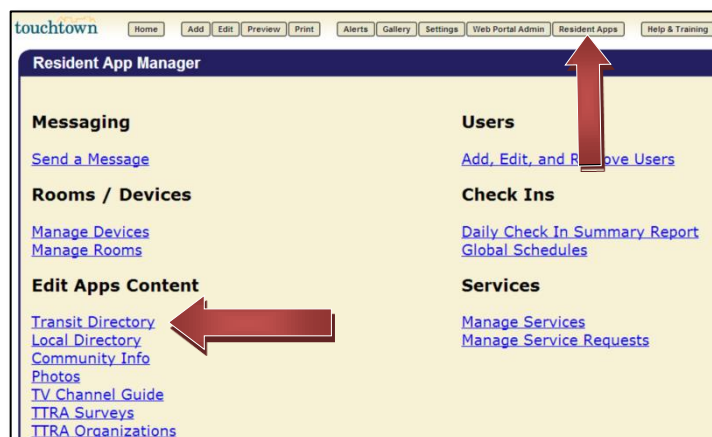
- If you wish to add a unique sub header to this App, you'll need to create a subfolder. A subfolder is a folder that appears within a top level folder.

For example, in the image at right, the top level folder (which is typically the name of the App) is called Local Directory; within that folder four subfolders have been created, including Dining, Health, Repairs and Shopping.

Adding A Subfolder (Skip to Step 4 if you do not wish to add a sub header for this App).

- To add a new subfolder, click on the Add Folder link located on the right.
- In the And call it box, enter the name you'd like to give this subfolder. This will also be the name of the new sub header. Then click on the 'Add the Folder' button.
- Repeat for additional subfolders.

Please note that you can view an edit a subfolder later by clicking on the plus sign that appears next to the top level folder located in the list on the left.



FOR STAFF MEMBERS

4. When you are ready to add new content, click on the 'Add TEXT', 'Add URL', or 'Add PDF' button located on the far right-hand side of the screen. This will bring up the appropriate tools to add each type of content.
NOTE: Adding forms requires a Touchtown staff member. Please contact your account manager to add a form.
5. To get started, simply type information in the Title and Body boxes, or click on the link to load and submit a PDF. The next section of this guide provides additional information about the TEXT Editor, as well as Adding a PDF and URL.
6. Click on Save to save your work and exit.

Editing, Deleting, Moving, and Copying the Community Info, Local and Transit Directory, TV Channel Guide, and TTRA Organizations Apps

Editing Content

1. Click on the Resident Apps button, located in the top menu.
2. Locate the section labeled "Edit Apps Content." Click on the name of the app you would like to edit.
3. A list of existing information for the app will appear. To edit existing information click on the corresponding thumbnail for the content you would like to edit. If the information has been added within an app subheading, locate and open the folder and subfolder where the content that you would like to edit is saved.
4. Locate and click on the thumbnail of the content that you would like to edit.
5. Proceed to edit content using the same tools and steps for adding new content.

Deleting Content

1. Repeat steps 1 – 3 for Editing Content.
2. Locate and click on the thumbnail of the content that you would like to delete.
3. Click on the Delete button to remove this information from both the Gallery and the Touchtown Resident Apps.

Moving/Copying Content

This option is useful if you accidentally add content to the wrong Gallery folder.

1. Repeat steps 1- 3 for Editing Content.
2. Locate and click on the image of the content that you would like to move.
3. Click on the Copy To button.
4. You will then be asked to select a folder to move this information into. Select a folder from the list of folders on the left of the screen. Once you click on a folder, the content will be moved.


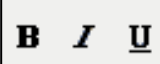

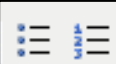

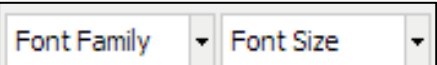



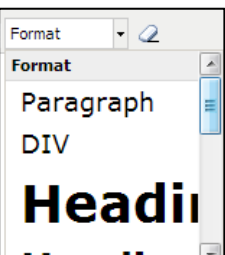









- Remember to go back to the original folder and delete the content from that folder if you would not like it to show in both places.

FOR STAFF MEMBERS

About the TEXT Editor

Once you have clicked the 'Add TEXT' button and variety of symbols and tools will appear in a top menu to help you design the App information. Here is some information about how to format text and pictures using these tools.

Symbol Key

	Save and continue working.		Bold, Italic, or Underline
	Cancel All Changes		Add bullet points or
	New Document		Change font style or text size
	Preview		Align text
	Undo		Add pre-made text styles or erase them
	Redo		
	Cut		
	Copy		
	Paste		
	Spell Checker		Insert/Edit Link
			Remove Link
			Insert/Edit Anchor
			Insert/Edit Image

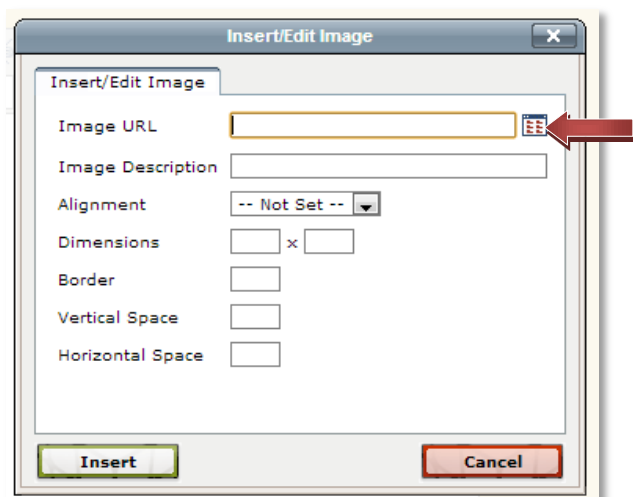
Adding An Image



Click on the Insert/Edit Image symbol to upload and format images. The window pictured on the next page will then appear. To add an image:

- Locate the Image URL box. You may either copy and paste an Image URL into this box or click the picture to the right of the box to search for an image saved in the Gallery. The other options that appear in this window are optional. A description of each is included on the next page.
- Select the Insert button to add your image and save changes. Click on the Cancel button to exit this screen. Any changes made will not be saved.

Note: If you would like to modify or further customize an image at a later time simply select the image and then click on the Insert/Edit Image symbol to return to the Add



- **Image Description:** Add a title to the image (This will not show in the Resident Apps).
- **Alignment:** Choose from the drop down menu where you would like the image to appear (typically Left).
- **Dimensions:** Size of image (the higher the number, the larger the image).
- **Border:** Thickness of border (the higher the number, the thicker the border).
- **Vertical Space:** Indicates how much white space should be left above and below the image (the higher the number the larger the white space – typically 10).
- **Horizontal Space:** Indicates how much white space should be left on the right and left sides of the image (the higher the number the larger the white space – typically 10).

Add PDF

To add a PDF to the Gallery Apps, click on Add PDF on the right.

- Add Title. This will be listed on the left scrollable list of the apps.
- Choose PDF file from your computer.
- Click on Submit
- Click on Save

Add URL

To add a URL to the Gallery Apps, click on Add URL on the right.

- Add Title. This will be listed on the left scrollable list of the apps.
- Type in the URL. It may be best to copy and paste the URL from an already existing opened website.
- Click on Save.

Add Form

To add a Form to the Gallery Apps, work with your Account Manager.





The next section of Apps includes examples of Gallery apps that can contain mixed media. Resident Apps is not limited to this set. You can work with your Account Manager to set up additional apps with unique app names and icons.

FOR STAFF MEMBERS

Community Information


The Community Info App is a way to provide information about various services that your community provides for residents. Using the Touchtown Content Manager, you can even add different sections for specific offerings on campus, such as Care Services or Resident Handbook.

At right are some examples of services you can include in the Community Info section.

<p>Guest Meals</p>  <p>Guest meals may be charged on any resident monthly statement, or guest meals can be</p>	<p>Hair Salon</p>  <p>The Salon and Spa is located on the first floor of the Commons Building. It offers a selection of</p>
<p>Newspapers</p>  <p>The local paper can be delivered to your door on a daily basis. Call the Concierge Desk to subscribe for delivery. There</p>	<p>Monthly Statements</p>  <p>Your monthly statements are distributed by the 3rd business</p>

FOR RESIDENTS

Community Info

Home	Information
<p>Care Services</p> <p>Hospice</p> <p>Long-Term Care</p> <p>Short-Term Orthopedic Rehab</p> <p>Resident Handbook</p> <p>About Honey Hill</p> <p>FAQs</p> <p>Parking</p>	<p>Short-Term Orthopedic Rehab</p>  <p>At Honey Hill our goal is to help our residents enjoy the most active and fulfilling lives they can when they return home. We are pleased to provide the services of a Physiatrist (physician specializing in physical medicine and rehabilitation) led inpatient and outpatient program with Joyce Kelner, MD of Walters.</p> <p>Our physiatrist works with our experienced team of physical and occupational therapists as they</p>

The Community Info App provides information about your community. Use this app to learn more about the different areas and offerings at your community.

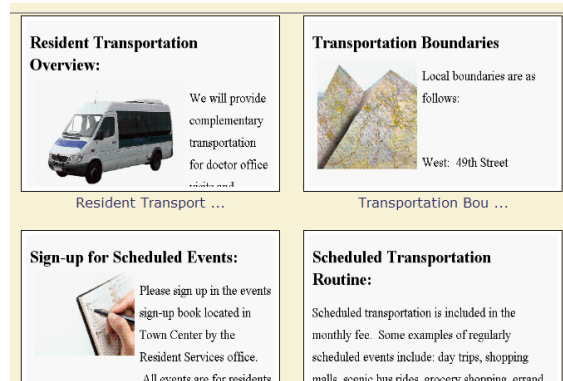
Discovering Community Information

1. Touch the Community Info App.
2. Using your finger, swipe upward on the left-hand side of the screen to browse your community's information.
3. If you would like to learn more about a specific service or offering, touch the name that appears in the list on the left-hand side of the screen.
4. Additional information will display on the right-hand side of the screen.

FOR STAFF MEMBERS

Transit Directory Information

The Transit Directory App is a great place to include information about transportation services offered by your community. At right are some examples of transportation services that can be included in the Transit Directory, such as information about regularly scheduled routes, as well as special trips to the grocery store, pharmacy, or special events.



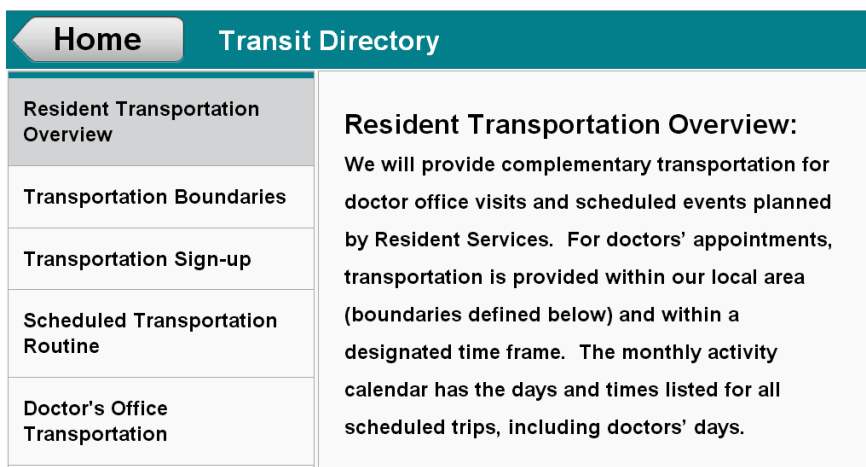
FOR RESIDENTS

Transit Directory

The Transit Directory App provides information detailing the transportation services offered by your community. Here you can learn more about your community's transportation schedule and offerings, such as doctor's office visits, grocery store tips and how to sign up for general transportation.

Viewing Transportation Information

1. Touch the Transportation App.
2. Touch the transportation topic on the left-hand side of your screen that you would like to learn more about.
3. Using your finger, swipe upward on the left-hand side of the screen. Specific information about that service will display on the right-hand side of the screen.

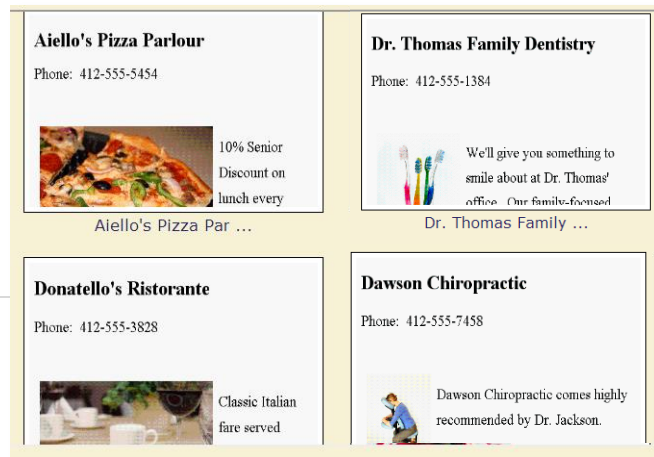


FOR STAFF MEMBERS

Local Directory Information

With the Local Directory App you can provide information about businesses located around your community. If desired, you can even add different sections such as Dining, Health, or Shopping.

At right are some examples of the type of businesses that can be included in the Local Directory section.



For each business, consider including the following information...

- Address of the Business
- Telephone number
- Email address
- Any special promotions or discounts offered to Seniors

FOR RESIDENTS

Local Directory



The Local Directory App displays information about local businesses in your area. This App provides easy access to information about goods and services. Businesses in the Local Directory App may include pizza parlors, shops, and even doctors' offices.

Looking up Information

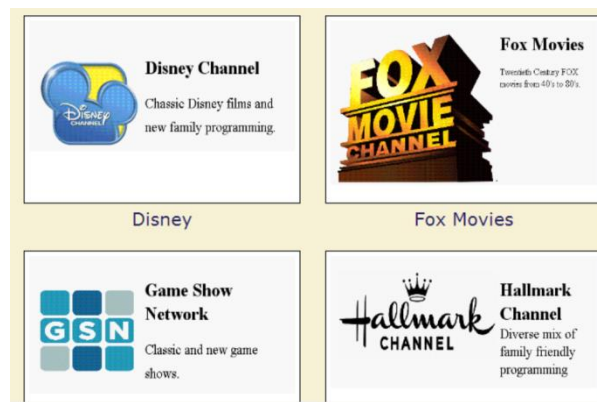
1. Touch the Local Directory App.
2. Using your finger, swipe upward on the left-hand side of the screen.
3. If you would like to learn more about a business, touch the business name to select it, and additional information regarding the business will display on the right-hand side of the screen. Typically, contact information will be included, such as a phone number, an address, or even an email address.

FOR STAFF MEMBERS

TV Channel Guide

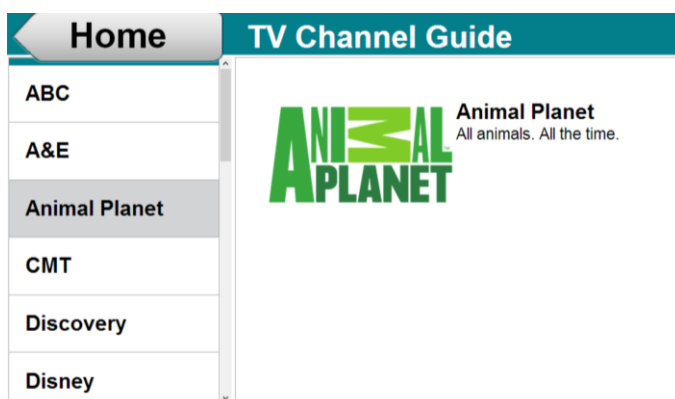
The TV Channel Guide App is a way to provide residents with information about the television channels that are available at your community. Using the Touchtown Content Manager, you can customize with television channel logos and descriptions.

At right are some examples of services you can include in the TV Channel Guide App.



FOR RESIDENTS

TV Channel Guide



The TV Channel Guide provides information about the television channels that are available at your community. Use this app to learn more about the different channel offerings.

Discovering Channel Information

1. Touch the TV Channel Guide App.
2. Using your finger, swipe upward on the left-hand side of the screen to browse channel information.
3. If you would like to learn more about a specific channel, touch the name that appears in the list on the left-hand side of the screen.
4. Additional information will display on the right-hand side of the screen.

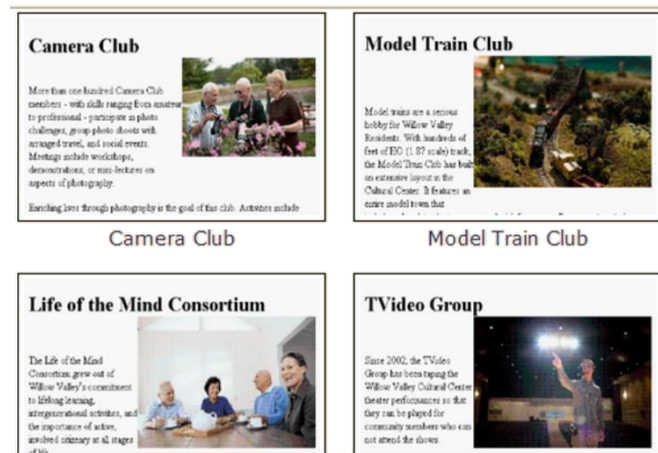
FOR STAFF MEMBERS

TTRA Organizations

With the TTRA Organizations App it's easy to display information about campus organizations. Use the TEXT editor to add text and photo content or add a link to a PDF document on a campus website.

You can include information about the campus Book Club, Resident Council, and other popular or new resident organizations. Consider adding photos of the group in action.

At right are some examples of organizations you can include in the TTRA Organizations App.



FOR RESIDENTS

Organizations



In the Organizations App you'll find details about campus clubs and organizations. Visit this App to learn more about the exciting special interest groups that you can take part in at your community.

Viewing Organization Information

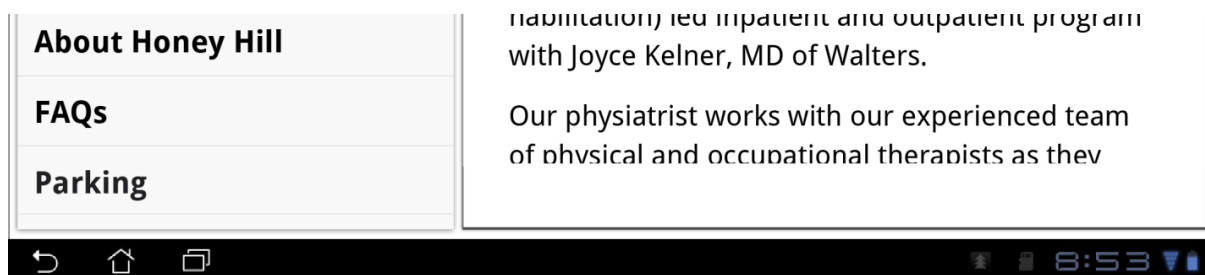
5. Touch the Organization App.
6. Using your finger, swipe upward on the left-hand side of the screen to browse organizational information.
7. If you would like to learn more about a specific club or organization, touch the name that appears in the list on the left-hand side of the screen.
8. Additional information will display on the right-hand side of the screen.

FOR RESIDENTS

FAQs:

How do I return to the Touchtown Resident Apps?

If you accidentally exit Touchtown Resident Apps, it's easy to return. Locate the button on the bottom left hand side of the screen that looks like the outline of a house. This is the Home button. Anytime you need to exit the Touchtown Resident Apps, this button will take you to the Home screen, where the Touchtown Resident Apps icon is located.



Home Button

After touching the Home button, look for the icon titled, "Touchtown Resident Apps". Touch this icon to open Touchtown.

Touchtown Resident Apps Icon



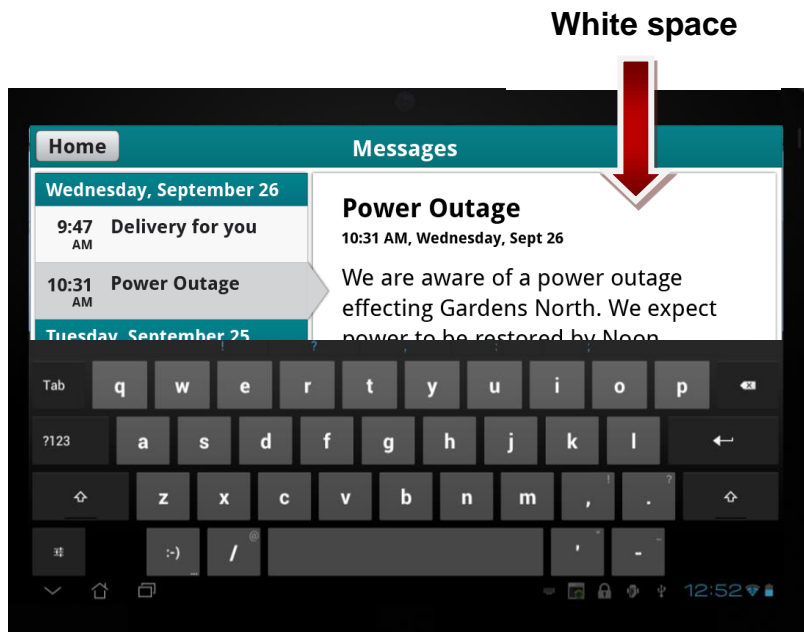
Why did my Touchtown Resident App suddenly close?

There is currently a timer on the app. After 20 minutes of inactivity, you will need to re-log onto the apps.

If your App closes, or if you are taken away from the screen you were viewing, you will need to re-open the App to continue from there.

How do I exit the keyboard?

If the keyboard is displaying on your screen and you wish to close it, touch anywhere within the white space of the app. Some tablet brands also provide a down-arrow to remove the keyboard.



FOR RESIDENTS

Why am I seeing only a portion of the information?

If you can only see some of the information within a particular app, you may need to swipe upward to view additional list items. Some list items may be hidden if there are more items or information than the length of the screen. Place your finger on the side of the screen and swipe up. The rest of the information will then become visible.

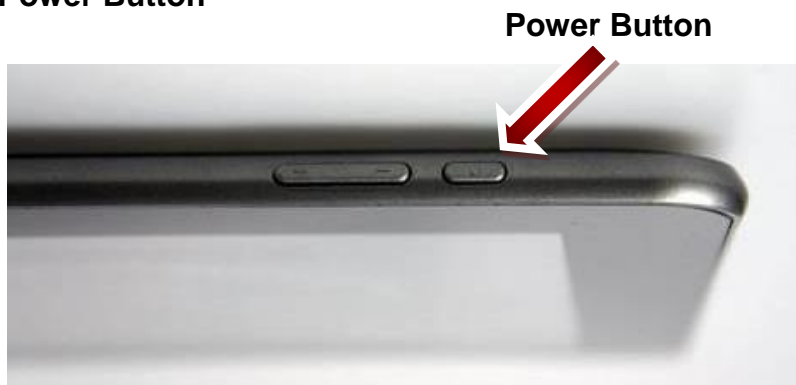
Why is my screen black?

If your tablet screen has not been touched for an extended period of time, it will turn black. To resume, press the rectangular power button located on the top edge of the tablet and the tablet screen will turn back on. The most recent page you have viewed will appear on the screen.

Please note that on some tablets the Power Button is located in a different location.



Power Button



How do I access a wireless Internet connection?

If your community has a Wi-Fi or wireless internet connection available, you are able to link your tablet to this connection so that you can continue to receive updated information to your Resident Apps.

1. Touch the tablet Settings option located on the tablet Home screen.
2. Touch the Wi-Fi option.
3. Locate your community's Wi-Fi network and touch it.
4. If you are asked to enter a password, please ask a staff member for the code and enter it using the keyboard.
5. Touch the Connect button.

FOR RESIDENTS**Where can I adjust the tablet volume?**

It is easy to turn the volume up and down on your tablet. Touch the Volume key on the top of the tablet to turn the volume up and down.

How do I adjust the brightness of the tablet screen?

Is the information on your tablet screen difficult to see? The tablet includes a light sensor, which can detect the level of light in the room and adjust the brightness of the display automatically. You can also adjust the brightness of the display manually.

1. Touch the Settings option on the tablet Home screen.
2. Touch the Display option.
3. Touch Brightness.
4. Clear the check box next to Automatic Brightness.
5. Press and slide the button to the right or left to increase or decrease brightness.
6. Touch OK when finished.

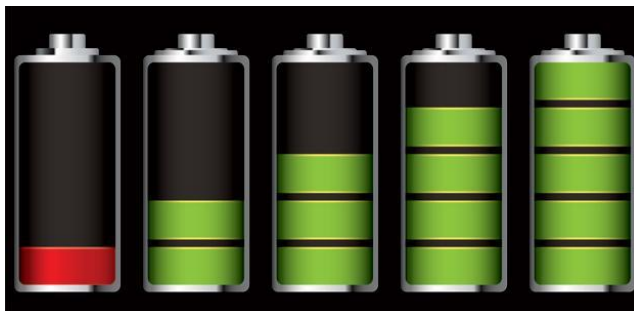
How do I know if the tablet battery power is low?

When you use an app on your tablet, you use a portion of your tablet's battery each time. The more you use your tablet, the faster the battery is going to run out.

If you notice the battery is running low, please plug the tablet into a power source. Please also note that certain apps use more battery life than others.

To find out how much battery power you have left, locate the symbol below. The higher the green or colored line, the more battery power you have. The lower the line, the less battery power you have.

If the line changes from green to red or blue, your battery is very low and you will need to plug the tablet into a power source to keep it from powering off.



FOR RESIDENTS

What should I do in the event of water damage?

Accidents happen. Although it is best to always keep a tablet safe and sound, sometimes that is not always possible. What do you do if you spill coffee on your tablet, or it gets wet at the pool? Here is the recommended procedure for water damaged tablets. Please follow ALL steps in the order that they are listed.

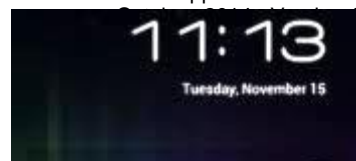
NOTE: There is no guarantee that this process will make your tablet work again.



1. Immediately turn off the tablet. Do not turn it back on, or charge it.
2. Next, hand-dry your tablet as best you can using a towel. Make sure you wipe out the ports on the sides of the tablet as well.
3. Quickly place the tablet in a bag of uncooked white rice and let it sit for 48 hours in a dry place. The rice will absorb any dampness that may remain in the tablet.
4. After 48 hours, remove your tablet and try turning it back on.

How do I unlock the tablet?

It is not uncommon for a tablet to have an unlock feature. On some tablets, you will need to use your finger to press the lock symbol while swiping your finger across the screen to unlock the



tablet and access your apps. On other tablets, you can set a lock screen. Below are some examples of lock screens that you may be able to set on your tablet.

Lock Symbol

